

**CLAIM AMENDMENTS:**

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1-28. (Canceled).

29. (Withdrawn).

30. (Withdrawn).

31-37. (Canceled).

38. (Withdrawn).

39. (Withdrawn).

40. (Previously Presented) A switchboard system comprising:

a data module including an input to receive an incoming call, the data module responsive to one or more remote interactive voice response applications and an Internet-based telephony system, the data module to selectively answer the incoming call; a first interactive voice response (IVR) dialog module coupled to the data module, the first IVR dialog module responsive to the incoming call to engage a voice dialog with a caller using a set of language models to generate a message; a routing engine module coupled to the first IVR dialog module to receive and to decode the message, the routing engine module responsive to a destination IVR rules table and responsive to logic to determine from the decoded message when a live agent is required, and in response to the determination, the routing engine module to route the incoming call to a computer telephony interface when the live agent is required; and

wherein the routing engine module is adapted to:

identify a destination IVR application when the live agent is not required; determine if the destination IVR application is VoiceXML capable and send the caller to the destination IVR application when the destination IVR application is VoiceXML capable;

determine if the destination IVR application is capable of supporting an external data interface when the destination IVR application is not VoiceXML capable and route incoming call session data to the destination IVR application when the destination IVR application is capable of supporting the external data interface; and  
construct an audio file including one or more dual tone multi-frequency (DTMF) commands based on the incoming call session data and send the audio file to the destination IVR application when the destination IVR application is not VoiceXML capable and is not capable of supporting an external data interface.

41. (Previously Presented) The switchboard system of claim 40, further comprising a customer relationship management (CRM) system to access a contact history of the caller.

42. (Previously Presented) The switchboard system of claim 41, wherein the CRM system is adapted to determine a personalized message for the caller based on a queue associated with access to the live agent.

43. (Previously Presented) The switchboard system of claim 41, wherein the CRM system is adapted to route the incoming call to the live agent using a whisper transfer.

44. (Previously Presented) The switchboard system of claim 41, wherein the CRM system plays a group message based on the message from the first IVR dialog module provided by the routing engine module.

45. (Previously Presented) The switchboard system of claim 41, wherein the CRM system is coupled to a distributed computer network interface responsive to a computer network to communicate electronic mail messages in response to the routing engine module.

46. (Previously Presented) The switchboard system of claim 40, wherein the data module is adapted to:

determine if a dialed number identification service identifier (DNIS) associated with the incoming call is defined; and

when the DNIS is not defined, play a pre-defined announcement before terminating the incoming call or refrain from answering the incoming call.

47. (Previously Presented) The switchboard system of claim 40, further comprising a customer relationship management (CRM) system to detect an availability of at least one live agent via the computer telephony interface and to transmit call context data to a display associated with a selected live agent.

48. (Previously presented) The switchboard system of claim 47, wherein the CRM system is adapted to play a chained message from one of voice recordings of the caller or a number of concatenated audio messages associated with the message.

49. (Previously Presented) The switchboard system of claim 40, further comprising an application server coupled to the data module, the IVR dialog module, and the routing engine module, the application server having access to a business logic database to retrieve business rules and logic.

50. (Previously presented) The switchboard system of claim 49, wherein the business logic database includes call treatment rules based upon at least one of a customer type, time of day, type of service, type of call, size of customer, and personalized caller information.

51. (Previously Presented) The switchboard system of claim 50, wherein the routing engine module routes calls using a routing priority based upon the call treatment rules.

52. (Previously presented) The switchboard system of claim 40, further comprising a personalized call queue for temporarily holding calls to be routed.

53. (Previously presented) The switchboard system of claim 40, further comprising a plurality of automated call response destinations.

54. (Previously presented) The switchboard system of claim 53, wherein the plurality of automated call response destinations includes a billing destination, a repair destination, and a bill collection destination.

55. (Previously Presented) The system of claim 40, further comprising a computer telephony interface responsive to the IVR dialog module, the computer telephony interface coupled to a call center agent terminal and adapted to launch a screen display at the call center agent terminal.

56. (Original) The system of claim 55, wherein the screen display is a screen pop that includes session specific information collected from the incoming call and wherein the screen display includes information gathered from a customer relationship manager database.

57. (Withdrawn).

58. (Withdrawn).

59. (Withdrawn).

60. (Canceled).

61. (Canceled) A method of processing incoming calls via an interactive voice response (IVR) dialog engine, the method comprising:

loading a first customer goal understanding (CGU) module based on data received from a VoiceXML data module, the CGU module adapted to engage a voice dialog with a caller to gather information related to a goal associated with an incoming call; determining a confidence level based on the voice dialog with the caller, the confidence level related to the goal associated with the incoming call; when the confidence level is above a first threshold, informing the caller that the incoming call will be routed to at least one of a destination IVR application or a live agent queue; loading a second CGU module when the confidence level is above a second threshold, wherein the second threshold is less than the first threshold; and invoking one or more error handling modules when the confidence level is less than the second threshold.

62. (Canceled) The method of claim 61, wherein a position in the live agent queue is reserved for the incoming call and wherein the incoming call is placed in the reserved position

after listening to a personalized message, wherein the length of the personalized message is related to an estimated waiting time.

63. (Canceled) The method of claim 61, wherein the VoiceXML data module is adapted to reject an additional incoming call based on an originating host Internet Protocol address associated with the additional incoming call.